

Unique CAD Suite

Innovation and constant evolution assured



The Unique CAD Suite is a comprehensive, future-ready platform designed for EMS, police and fire services, as well as non-emergency operations where field force management is required. Designed to be cloud-native and deployable either in the cloud or on-premises, it supports both single-discipline and multi-agency emergency operations. Its modern incident management capabilities and map-centric approach help users focus on streamlined operational workflows and tactical, context-sensitive data insights, while reducing the complexity of technical interaction and interoperability for users and third-party systems.

CAD Suite at a glance

- Seamless integration with Frequentis 3020 LifeX™
- Map-centric management: end-to-end incident handling with tactical prompts
- Collaborative workflow: multi-agency control functions and sharing, incident transfer
- Context-aware automated evaluation, user support, validation before/after events
- Resource and crew management
- Built-in engine for custom routines (SOPs, Action Plans, PDAs)
- Resilient mission-critical architecture with hybrid approach

Key features

Modern, feature-rich control room solutions

Unique CAD Suite delivers complete call management, incident, dispatch and multimedia handling, automated workflows, actionable insights, public alerts, resource coordination, tactical mapping, and decision support for complex situations.

Advanced call triage

Seamless integration with international telephone-triage standards with built-in editors for creating and executing custom interview protocols, certified at the ProQA Paramount TITANIUM level.

User-centric experience

Next-generation interface with intuitive controls, map-centric displays, and streamlined workflows that ease cognitive load in high-stress situations.

FREQUENTIS

FOR A SAFER WORLD

Unique CAD Suite



Control room solutions for emergency authorities and private services

Continuously evolving control room capabilities



Multimedia-based call management

Increasing people's sense of safety

Public warning and workforce alerting



Benefits

Context-based and discipline-specific: tailored for different public safety agencies.

Complete incident management: supports both control room and field operations, with integrated mobile and web tools.

Hybrid technology: flexible licensing and deployment – SaaS, cloud, or on-premises as needed.

Workflow flexibility: advanced toolsets align outcomes with KPIs to maximise ROI and adapt to specific operational needs.

Configuration toolkits: adapt Unique CAD Suite to various role and agency profiles reflecting individual operational contexts, terminologies and workflows.

Innovation and reliability: 30+ years of experience and constant innovation.

Mobile-first: advanced mobile solutions for real-time communication and geolocation.

Standards compliance: supports Advanced Mobile Location (AML), eCall, ProQA and other modern emergency directives.

Specifications

Supported agencies	Single emergency number, EMS, Police, Fire, non-emergency, multi-discipline services
Deployment	Cloud, on-premises, hybrid
Customisation	Future-ready, fully configurable platform with 11,000+ features
Communication integration	ICCS, radio dispatch, MCX set of standardised technologies, mobile/on-board application, web tools
Protocols and standards	International and custom, AML, eCall, NGX*, Mobile Caller Location and more
User interface	Map-centric UX engineered to streamline complex workflows
Linear scalability	Modular, supports small to nationwide deployments
Security	Mission-critical, resilient architecture
Mobile support	Apps for responders, on-board mobile app, AVL (Automatic Vehicle Location)

*includes NG112, NG999, NG911 according to the country or region

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